



US ARMY COMMUNICATIONS-ELECTRONICS COMMAND (CECOM)
COMMUNICATIONS SECURITY LOGISTICS ACTIVITY (CSLA)

CUSTOMER SUPPORT CRITIQUE SHEET

CSLA is required by regulation to periodically conduct the Army Certification Authority Workstation (CAW) Audits and CAW Facility Inspections on Army CAW Workstations throughout the world to determine if accepted procedures and practices for safeguarding and handling of CAW Certificates are being followed. We are earnestly attempting to continually improve our service and value to the CAW Community. All comments are reviewed by the Chief, Compliance and Assessment Branch. Your input is considered a valuable source of information. Please take a few moments to assist us by answering the following questions.

CA, SA/ISSO's Name: _____ Unit: _____
Commercial Phone: (____) _____ DSN: _____
E-Mail Address: _____

1. During the audit/inspection, did the auditor explain discrepancies thoroughly and discuss references you may consult for additional information? YES ___ NO ___

2. During the course of the audit, did the auditor provide constructive comments in an effort to assist you in accomplishing your administrative duties as a CA, SA, ISSO. YES ___ NO ___

3. Was the exit interview conducted in a professional manner with all discrepancies noted and fully explained by the auditor? YES ___ NO ___ Based on a scale of 1-5 (with a 5 being excellent) please rate the professionalism displayed by the Auditor. 5 4 3 2 1

COMMENTS:

4. Were you clearly informed of the FINAL RATING (Compliance, Marginal, Not In Compliance, Compromise) assigned your account as a result of this audit? YES ___ NO ___

5. Do you KNOW who your PAA is? YES ___ NO ___

When was the last time you were contacted by them? Recently ___ Past Year ___ Never ___

On a scale of 1 -5 (5 being excellent) how would you rate the service being provided by your PAA?

5 4 3 2 1

COMMENTS:

Please continue on reverse side of form

6. Do you currently have the Army CPS, NAG-69, and DoD X.509 Updates. YES ___ NO ___ On a scale of 1-5 (5 being pertinent), please rate the relevance of the issues routinely discussed in this pamphlet. 5 4 3 2 1
COMMENTS:

7. Are you aware of where to obtain decommission and disposition instructions for the CAW and backup media? YES___ NO___
COMMENTS:

8. Are you aware of any changes and updates in regards to the CAW hardware, software, policies and procedures ? YES___ NO___
COMMENTS:

9. Are you aware CSLA is the monitoring activity for all Army CAW Insecurities?
YES___ NO___ Would you like additional information on this program? YES___ NO___

10. How would you rate the CAW system on a scale of 1-5 (5 being excellent? 5 4 3 2 1
COMMENTS:

GENERAL COMMENTS: (For specific questions, check this block and provide contact information)

POC: Team Lead, COMSEC Procedures, DSN: 879-8169, COMM: (520) 538-8169. When completed email to **csla.list.huacauditors@mail.mil** or mail to:

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